

DISPATCHER OF THE MONTH

KTY017 just celebrated one year with IPN. During that time, he dispatched close to one thousand working incidents! WOW!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

HELPFUL TIPS!

WHEN THE POINTS MATTER

- ± Consider Damage Notifications and Main Stream notification as two separate systems. Send that car vs. building incident to two categories and **double your points!!**
- ± Remove the "U/D:" from your narrative when the call is escalated to a new category. It is your first page to this category. Using 'update' will result in fewer points and may confuse subscribers, who may search for an original page that doesn't exist.
- ± Always recap the incident when the category changes. Simply paging "Now a 2nd Alm" will result in fewer points, QA resending the call, and an email from QA advising of the error.
- ± Complete street names are a must. If you send an alert with "Main & Warren," QA will reduce points and may send a reminder email.

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GREAT TOOLS FOR GREAT DISPATCHING

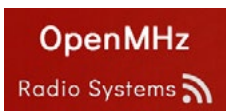
Every one of us has turned on the radio

to hear "Fire Showing" or "Person Trapped" without hearing the initial dispatch. It can be extremely frustrating waiting for them to call more units or repeat the location. Waiting thirty minutes for Broadcastify to post the archived audio is perplexing, and only works if you are a member. Constantly evolving technology helps us to overcome these snags. Imagine that missed page becoming a real time page in seconds when tools are in place!



One of our favorite ways to grab a missed

address is the eDispatches website. Their call log allows you to filter content to a specific state or province. In some cases, the town or department can be isolated. They are stronger in some areas than others but they continue to grow. We suggest giving them a look before you "need an address" to see what is available. This is also a great way to increase your points when things are slow in your area. Simply troll dispatch audio in areas where you can page then confirm the situation using a feed. Visit their website at www.edispatches.com/call-log/



Another good, but limited, resource is the OpenMHz page. They currently push audio recordings from 36

systems. The reliability of these system is tough to predict. San Francisco, for example, has come and gone a handful of times. (It is gone again). When it does work, however, it is an awesome means of real time audio with instant play back. The "What did she say?" becomes "Let me hear that again."

This is a huge help when you are trying to figure out if the call is on C St. or Sea St. Those in the Metro DC area will enjoy MPD citywide on here as it makes Major Crime coverage easy. Check it out before you need it! Their website is <https://openmhz.com/systems>

As always, your contributions are welcome. If you know of other helpful tips that will assist the rest of the team, please email support. You can submit an article of your own or provide us with the Cliff notes so that we can put it together.



03-25-2019 @15:56 | Benzie County (Frankfort)| Brush Fire| TGID4335| 217 Airport Rd | DLYD:St4+5/PD/DNR o/s 1+ac fire, threatening structures. EMS being reqd for pts with smk inhalation| MCH015

Photo by Rory Michael





03-30-2019 @00:35|
Milwaukee County (Bayside)|
1 Alarm Fire| 9009 N White
Oaks Ln| Battalion 8 on scene
with a working fire in a 3
story apartment building with
rescues in progress| WSC059

@01:04| 3 Alarm Fire| Heavy
fire throughout a 3 story
occupied apartment building
with multiple rescues| WSC059
@02:06| U/D: Heavy conditions
remain, roof collapse, defensive
operations, water supply issues

@02:44| U/D: CMD req
multiple tenders to set up
operations on the freeway.
All NB lanes of I-43 closed
M/A:Ozaukee County| WSC059
Photos by Charlie Lockwood

UPDATING OLD INCIDENTS

The QA team has noticed that some dispatchers are starting to update incidents many hours after the fact using information reported on social media and television. The pages being sent will often read: "U/D: Overnight Fire now a Fatal" or "U/D: Fire this morning now a Fatal". This kind of update goes against the basic principles of real time notifications and radio-based reporting.

Our mission is limited to paging information that is transmitted by first responders **as it happens**. We should not be watching the evening news to acquire update information. Even if the PIO reports something different to the media than what was transmitted over the scanner, please do not use that information. Stick to what has been transmitted over the radio and never update an old/cold call. Thank you.

MONTHLY STATS

During March, dispatchers sent 18,678 alerts. Incidents were transmitted in **every U.S. state** except Montana and Wyoming. Only five states, including these two, did not post double digits. On another note, something really great happened: a few historically slower states doubled their numbers in the past few months. ***This is incredible!***

Although the upswing in activity is not easy to see in the top 10 chart, it is taking place. The lower five are always interesting to watch because of the competitiveness. For example, New Jersey appears for the first time this year with

January	February	March
Florida	Florida	Florida
New York	New York	New York
California	California	California
Pennsylvania	Pennsylvania	Pennsylvania
Massachusetts	Massachusetts	Massachusetts
Illinois	Illinois	Illinois
Texas	Maryland	Texas
Maryland	Texas	Maryland
Ohio	Ohio	Ohio
Wisconsin	Wisconsin	New Jersey

Connecticut nipping at their heels. A handful of calls in either direction would have changed the outcome. It was that close!

Outside of the United States, the March stats were equally impressive with 398 alerts from Canada, 78 Alerts in the United

Kingdom, and 63 in Australia. Our system is unique because it does not have borders. We love seeing content from our IPN family in other countries. Your information is important! We thank you for participating and letting us know about events in your area.



04-07-19 @ 10:51|Muttontown, NY (Nassau County)| 3 Alarm Fire| 2104 Edge Ct| Car fire extended to a 2.5 stry private dwelling, fire thru roof M/A:Syosset M/A:Jericho [NYK141]| NYC249

Photo by NYC249

WELCOME NEW DISPATCHERS!

IPN welcomed 13 new dispatchers in April. Be sure to welcome our new members!

- | | |
|-----------------|---------------|
| ASA029 John | MAS184 Steven |
| FLA149 Osvaldo | NHA156 Travis |
| HOU027 Cameron | NJY064 Steve |
| ILL050 Mike | NJY069 Lou |
| KAN034 Tanner | NYC059 Brian |
| LAX006 Matrecha | PEN091 Alex |
| MAR002 Bradley | |

Dispatcher ID numbers are randomly generated based on the lowest number available at the time you send your application. Please contact support if you prefer another number to see if it is available.

USING THE FREQUENCY/ TALK GROUP BOX

Incident:	
Freq/Talk Group:	
Details:	

When using the Frequency/Talk Group box in the dispatch screen, there is a misconception that this box is mandatory. Based on that misinformation many dispatchers type things in there just to make sure the box is checked off. This is not the intended use.

We also find that members are using this as an overflow box. They type info in this box that "Does Not Fit" in the narrative. Some of the more senior dispatchers still use it to denote "corrections". That practice was abandoned many years ago.

So...What is the Freq/Talk Group box used for?
Frequencies or specific operational channels.

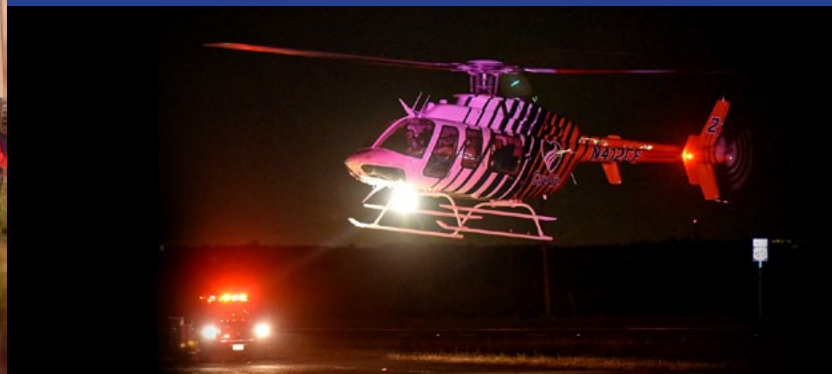
This is the information that our members need to punch into their radio or look up in order to listen to the call. It should not be the dispatch channel unless that is the same channel they are operating on. It also should not be the agency name, the word "trunked," or "encrypted." This is useless info. Only enter a conventional frequency such as 154.355, 483.6125, or an established, dedicated fire ground/tactical channel like Chan 16, LAPD Tactical, or County FG 7. The numerical version is always preferred.

One common mistake is when a dispatcher enters the frequency he heard the call on instead of the actual operations channel. This is ineffective and confusing to the members. Only enter the operating channel. Any time you do not know the frequency we ask that you do not use the field. Leaving it blank will reduce confusion and questions from the QA Team.



4-27-2019 @ 22:02 | DFW| Terrell, TX
(Kaufman County)| Major Accident| FD 1|
Spur 557 @ US-80| FD o/s with an 18 wheeler
rollover with heavy entrapment. Helo
responding. Extrication in progress| DFW156

Photos by DFW156



HOTLINE INFO REMINDER

Provide all necessary information.
Spell street names and towns.

Text: hotline@incidentpage.net
Toll-free Phone: 1-888-339-8259



04-15-2019 @11:04 |NYK| Buffalo, NY (Erie County)| 1 ALM| 424.350| 1421 Michigan ave| FD o/s 2.5 story dwelling. Heavy fire on 1st floor. Laying in lines. ACW| NYK083

@11:08 | U/D: CMD reports fully involved bldg under construction. Setting up for defensive Ops| NYK083

Photo by Eric Pittorf



04-11-2019 @19:02 |CON| Meriden, CT (New Haven County) | Aircraft Down | 298 Oregon Rd | Car 3 o/s aircraft down with live wires down, req 2 medics to the scene | CON203

Photo by Doug Bunnell

CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers!

Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

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